



Garbage

Recycling

Bulky Waste

Yard Waste

Household Hazardous Waste

Apartments & Condos

Garbage & Recycling  
Services

Business Garbage  
& Recycling Services

# Solid Waste Resource Guide



# GENERAL INFORMATION

For the latest information, call the Customer Care Center at **704.920.5555** during regular business hours or go to Concord's website at [concordnc.gov/solidwaste](http://concordnc.gov/solidwaste).

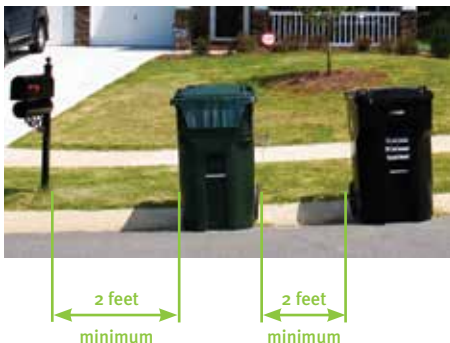
## Approved Roll-out Carts

- **All waste and recyclables must be placed in City-provided, approved roll-out carts.**
- Roll-out carts are property of the City and assigned to your address. Leave all roll-out carts at the residence if you move.
- Do not damage or deface assigned roll-out carts.



## Proper Cart Placement

- Position wheels away from the street.
- Do not block driveways or sidewalks.
- Place the roll-out carts **at least 2 feet** apart and 2 feet from obstructions that may interfere with cart pick up (i.e. mailboxes, fire hydrants, parked cars, etc.).



## Holiday Schedule or Adverse Weather Schedule Information

- Holidays often result in changes in collection day and cart set-out date. Holiday collection schedules are available on the City web site.
- When icy roads make it unsafe for collection trucks to travel on residential streets, collection services will be suspended out of concern for public safety. Collection will resume once road conditions are safe and will proceed in a pattern that causes the least disruption and inconvenience to customers.
- The City's Blackboard Connect phone messaging system is used to alert customers of changes in collection schedules. If you don't already subscribe to this service, you can register on the City web site where you will also find daily updates on collection status.

## Rear Yard Collection Service

- Rear yard collection service for garbage and recycling is available for customers who are physically unable to place their roll-out carts at the curb, and no person who is physically able resides or is employed in the home.
- A statement from your physician verifying your impairment may be required to receive rear yard service.
- Multiple cart customers are not eligible for rear yard collection service.
- All garbage must be in tied plastic bags before placing into the roll-out garbage cart.
- All recyclables must be in tied, clear plastic bags before being placed into the roll-out recycling cart (for rear yard collection service only).
- If you are physically unable to place your roll-out carts at the curb, call 704.920.5555.

# YARD WASTE

Consider backyard composting. Leaves, grass clippings, and plant material make excellent compost that will enrich your garden and save tax dollars.



- **NEVER place yard waste in your garbage cart.** It is illegal to dispose of yard waste in an NC landfill. Roll-out carts with yard waste will not be emptied.

- Grass clippings, tree and shrubbery trimmings, and leaves must be placed in untied, clear plastic or biodegradable paper bags weighing less than 35 pounds (the weight 1 person can lift and carry with one hand without dragging). NO dark or opaque plastic bags are permitted.
- Limbs greater than 1-inch diameter and 12-inches long do not require bagging and should be placed with other limbs for collection.
- Limbs longer than 6 feet or greater than 12 inches in diameter are prohibited and will not be collected.
- Live Christmas trees and other live greenery are recyclable as yard waste. Remove tree stands, lights, ornaments, and tinsel; then place your tree curbside with other yard waste.
- Artificial Christmas trees and decorations are garbage and should NOT be placed along with yard waste.



## Use of Personal Containers Permitted

- Must be 44 gallons or less and be equipped with handles.
- Must be clearly marked "YARD WASTE ONLY."
- Must weigh less than 35 pounds (the weight 1 person can lift and carry with one hand without dragging) when full.
- The City is not responsible for missing, stolen or damaged containers.

## Why Clear Bags Only?

- Clear bags allow crews to verify contents, and confirm that no garbage or other prohibited items are inside the bag.
- Clear, untied bags help slow down the decomposition of yard waste and prevent odors or liquids from becoming health hazards.



## Yard Waste Placement & Restrictions

- Do not block sidewalks or traffic lanes, or place yard waste below low-hanging power or phone lines. Yard waste should be placed 2 feet from vehicles, utility poles, and other structures.
- Any yard waste generated by someone other than the resident will be collected by the City for a fee charged to the owner or occupant.
- If a tree service tells you, "*The City will pick this up for nothing*," call 704.920.5555 before placing yard waste curbside for collection.

## Loose Leaf Season

- Loose leaves are collected curbside October through February according to the published schedule.
- Loose leaf collection schedules are announced in September. Watch for the schedule in your utility bill.
- Do not mix limbs, rocks, or other material with your leaves. Contamination can damage collection equipment or injure crew members or bystanders.
- Bagging leaves is not required; however properly bagged leaves are collected year-round on your scheduled collection day.
- Leaves left at curb after loose-leaf season ends must be placed in clear plastic bags.
- Unbagged leaves after loose leaf season will be subject to collection fees starting at \$150.



# GARBAGE



**Place all items (garbage, recycling, yard waste, and bulky waste) at curb by 6:00 a.m. on your collection day.**

Go to [concordnc.gov/whatsmyday](https://concordnc.gov/whatsmyday) to find your garbage and recycling days.

**No Fee. No advanced scheduling necessary. Weekly collection occurs between 6:00 am and 7:00 pm on your designated day.**

Solid waste staff members locate bulky waste and yard waste with GPS-enabled devices to build daily collection routes. Locating begins at 6:00 a.m. daily.

- **Place cart out between 5 pm day before and 6 am day of collection**
- **Retrieve cart by 9 pm collection day**

If items are set out after 6:00 a.m., they may not be located and miss collection. Items that miss collection may not be collected until your next collection day.

For your convenience, consider placing items at the curb after 5:00 p.m. the night before. Remember to roll your carts from the curb by 9:00 p.m. on your collection day.

- Residents are provided one green roll-out garbage cart per household. Residents who recycle will find one garbage cart adequate. If all your garbage will not fit into your green roll-out, you must rent 1 or 2 additional brown roll-out carts for a fee. To learn more call 704.920.5555.



## Bag All Waste

- All garbage must be in tied plastic bags and fit within roll-out carts with the lid closed.



- **Bags outside the garbage roll-out cart are prohibited and will not be picked up.**



- Litter occurring while emptying roll-out garbage carts with unbagged garbage is householder's responsibility and will result in enforcement action.

## Disposal of pet waste & fecal matter

- Fecal matter contains harmful bacteria and is best disposed of through your plumbing system.



- Before placing anything containing fecal matter into your garbage cart, follow these guidelines to prevent breakage that may expose collectors to disease and require special cleanup.
- Triple bag all pet waste, kitty litter, and other items contaminated with fecal matter using tied plastic bags.
- Bags must weigh less than 35 pounds (the weight 1 person can lift with 1 hand and carry without dragging).
- No liquid fecal matter should be placed into your cart, even if bagged. Dispose of liquid material using your household plumbing system (i.e. pour it into your toilet).

## Disposal of Paints

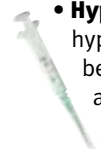
- We encourage citizens to recycle used paint at the Cabarrus County Household Hazardous Waste (HHW) Facility (see HOUSEHOLD HAZARDOUS WASTE page 10 for more information).
- **Do not place paint cans in your garbage or recycling roll-out carts.**
- **Oil based paint will not be collected under any circumstances.** These paints, which require paint thinners to clean brushes, must be taken to the HHW Facility for reuse or proper disposal.



- Latex paint can be dried and placed at the curb for collection. Latex paint cans can be left open in a secure location and allowed to air dry over several weeks. Alternatively, absorbent material (i.e. kitty litter, shredded paper, or sawdust) can be added to the can to accelerate drying. Once all liquid is absorbed, place your paint can at the curb with the lid opened for inspection. The garbage collector will remove the dried paint cans following inspection.

## Disposal of Dangerous Items

- **Dangerous garbage items:** All dangerous items such as broken glass, light bulbs, and sharp pieces of metal must be securely wrapped to prevent injury to collection personnel. Placing these items in paper or plastic bags is not considered adequate protection.
- **Hypodermic instruments:** All discarded hypodermic syringes or needles should be rendered inoperable and placed into a hard plastic safety container, milk jug, or coffee can with a lid to avoid the possibility of causing injury to collection personnel before placing them into your roll-out garbage container.



## Christmas Holiday Collection Exceptions

- Extra bags are allowed outside your roll-out cart beginning the day following Christmas until Friday of the next full week following New Year's Day.
- Most wrapping paper and gift boxes are recyclable (see RECYCLING page 5 for more information).
- Artificial Christmas trees and holiday decorations are garbage; remove lights, ornaments and the stand and bundle all the pieces together as bulky waste (see BULKY WASTE page 7 for more information).
- Live Christmas trees and other live greenery are collected with yard waste (see YARD WASTE page 2 for more information).



# RECYCLING

For more information on residential curbside recycling, visit [concordnc.gov/whatsmyday](http://concordnc.gov/whatsmyday) or call Customer Care Center at **704.920.5555**.



## How to Obtain a Recycling Cart

- If you are a City of Concord resident, recycling roll-out carts are free, just call 704.920.5555.
- If you are a business, call 704.920.5361 to learn about City recycling services available to you (see BUSINESS page 11 for more information).

## Properly Prepare Your Recyclables

- Rinse, flatten (if possible) and remove lids. Larger plastic lids and small plastic bottle caps are recyclable. Do not bundle or bag. Labels are OK to leave on.
- Recycling is collected every-other-week on your regularly scheduled garbage day.





# RECYCLING

## Yes! Put these Items in Your Roll-Out Recycling Cart

- Empty Aerosol Cans (no paint cans)
- All Plastics (no Styrofoam, bags, or wrap)



- Wide-Mouth Plastic Containers & Lids
- Rigid Plastic Containers & Small Plastic Toys
- Milk & Juice Cartons, & Juice Boxes
- Shredded Paper (placed in clear bags)
- Aluminum Cans, Steel Cans, & their Lids
- Glass Bottles & Jars
- Cereal & Food Boxes
- Gift Boxes, Shoe Boxes, & Small Cardboard Boxes (flattened and placed into Cart)
- Large Cardboard Boxes may be flattened and stacked next to your recycling cart.
- Mixed Paper, Newspapers with Inserts, & Junk Mail
- Paperback Books
- Magazines & Phonebooks
- Spiral Paper Cans (with plastic lids detached)
- Gift Wrapping Paper (without foil backing)



## Recycling Cardboard Boxes

- Place all packing materials into tied plastic bags and place them in your garbage cart for disposal.
- Break down (flatten) all cardboard boxes for recycling.
- Do not force boxes into recycle cart; they will jam and prevent your cart from emptying.
- Lay smaller boxes near the top of your cart to prevent jamming.
- Two or three flattened cardboard boxes can be placed between the top of the cart and the lid for collection.
- Additional boxes should be flattened and stacked next to your recycling cart.
- Large appliance or large-screen TV boxes must be flattened and placed beside your rollout cart. Due to the size of these boxes, after flattening they must be cut into 3 foot lengths for recycling.
- Boxes filled with unacceptable recyclable materials will not be collected; customer must transfer trash into tied plastic bags and put bags into the garbage cart for disposal.

## **No! Do NOT put These Items in Your Roll-Out Recycling Cart**

- **Plastic Bags, Plastic Film, or Plastic Wrap**  
(recycle shopping bags at participating stores)
- **Pizza Boxes**  
(or other cardboards with food residue)
- **Styrofoam**
- **Audio & Video Cassettes, or Photographic Film**
- **CDs & DVDs**
- **Rubber or Tires**
- **Paint Cans**  
(see GARBAGE - Disposal of Paints page 3 for more information)
- **Household Glassware**
- **Clothing (or other fabric)**
- **Household Garbage**
- **Gift Wrapping Paper with Foil Backing**
- **Aluminum Foil**
- **Any Pesticides, or Herbicides, or Oil Containers**



### • **Compact Fluorescent Light (CFL) Bulbs and Fluorescent Tubes**

Place your CFL bulb into a sealed plastic sandwich bag in case of breakage. CFL bulbs are accepted at the following Locations (from residential customers only):

- Cabarrus County Household Hazardous Waste Facility
- Cabarrus County Governmental Center
- Cabarrus County Cooperative Extension Building
- Cabarrus County Human Resource Center
- Concord Public Library
- Kannapolis Library
- Mount Pleasant Library
- Harrisburg Library
- Concord Senior Center
- Cabarrus County C&D Landfill



## **Cabarrus County Recycling Centers** (for multi-family developments without recycling)

For a complete list of items accepted at the recycling centers, go to:

[www.cabarruscounty.us](http://www.cabarruscounty.us).

In addition to curbside recycling, items can be dropped off at one of these recycling centers:

### **Cabarrus County Landfill**

#### **Recycling Convenience Center**

4441 Irish Potato Road, Concord

M – F 8:00 am - 5:00 pm

Sat 8:00 am - 2:00 pm

### **HHW Facility**

#### **Recycling Convenience Center**

246 General Services Drive Concord

M – F 8:00 am - 5:00 pm

Additional items accepted:

- **Used Motor Oil & Oil Filters**
- **Automotive Batteries**
- **Scrap Metal** (bicycles, aluminum siding, metal ducts, copper pipes, power equipment – drained, and more)
- **Appliances**
- **Electronics**
- **Used Tires** (max 5 per load)
- **Used Cooking Oil**
- **Oyster Shells** (Cabarrus County Landfill Only)  
(See HOUSEHOLD HAZARDOUS WASTE page 10 for more information.)

Cabarrus County Human Resources Center Drop-Off Recycling Center OPEN 24 hrs.  
1313 Cannon Blvd., Kannapolis

# BULKY WASTE

Bulky waste will be picked up on your scheduled collection day or the following work day.



• Bulky waste refers to items too large to fit into roll-out carts, including furniture, appliances, scrap metal, tires, carpet & padding, and construction or demolition debris.

- Please consider donating your slightly used but serviceable items to a needy person or charity.
- Place bulky items 2 feet from your roll-out garbage cart and away from low overhead lines, parked cars, or other impediments.

## Dismantling of Large or Heavy Items

- Dismantle items such as swing sets, pool tables, basketball goals, etc. before placing curbside.
- Items that are too heavy or bulky to be lifted and carried by two people shall be dismantled by householder before placed curbside for collection.
- Individual items shall not weigh more than 65 pounds (the weight 2 people can lift and carry without dragging).
- Exceptions to this requirement include those items equipped with wheels, such as lawn mowers, garden equipment, refrigerators, etc. that can be rolled to the collection vehicle by 1 person without lifting.



## Remove concrete anchors or encasements

- Customers must remove concrete from any item, such as posts, fencing, or playground equipment prior to placement curbside for collection.
- Any item totally or partially encased in concrete will not be collected regardless of weight.

## Electronic Waste

- The State of North Carolina has banned electronic waste (e-waste) from N.C. landfills. For your convenience the City provides curbside collection of e-waste.
- E-waste includes:
  - Televisions
  - Computers and computer components such as printers, keyboards, etc.
  - Anything with a circuit board such as electronic games, cell phones, radios, stereo systems, etc.



## Scrap Metal & Old Appliances

- Freezers & refrigerators (remove all food items), unit air conditioners, and other Freon containing appliances.
- Stoves, ranges, dishwashers, washing machines, clothes dryers, water heaters, and other similar household appliances.
- Bicycles, metal tools, wheelbarrows, tire rims (tires removed), old lawn mowers (remove oil drain plug and gas cap), large metal items (see dismantling and concrete removal requirements above), and other metal items not requiring lift equipment.



## Tires: 2 collections per calendar year

- Tires with rims removed collected 2 times per calendar year from single family residential properties.
- Maximum of 8 auto or pickup truck-sized sized (or smaller) tires per collection.
- Businesses do not qualify for this service.





- Tires must be removed from rims.
- The city will collect additional tires for a fee published in fees, rates and charges schedule adopted annually by city council when they adopt the annual city budget.

### **Carpet & Padding: 2 collections per calendar year**

- Carpet and padding collected 2 times per calendar year from single family residential properties.
- Carpet and padding must be rolled and tied into rolls 6 feet or less in length.
- Each roll must weigh less than 65 pounds (the weight 2 people can lift and carry without dragging).
- Carpet and padding resulting from work performed by homeowner collected at no charge.
- The City will remove carpet and padding placed at curb more than 2 times per calendar year or material installed and removed by others for a fee published in the fees, rates and charges schedule.

### **Construction & Demolition Debris**

(See CALCULATING page 14 to calculate cubic yards.)

- Must not exceed 4 cubic yards or obstruct the street or sidewalk when placed at the curb.
- Remove nails or bend flush with surface of wood to protect collectors and pedestrians from injury.
- Place loose material such as drywall, insulation, etc. in clear plastic bags or in open cardboard boxes.
- Secure all materials to prevent scattering of litter.
- Individual bags or boxes are limited to 35 pounds (the weight 1 person can lift and carry with one hand without dragging).
- A combination of bulky waste and 4 cubic yards construction debris not to exceed 10 cubic yards may be placed curbside for collection without cost (see Large



Quantities of Bulky Waste below).

- Construction debris greater than 4 cubic yards in volume must be placed in a large rented construction debris container for disposal at householder's expense.



### **Large Quantities of Bulky Waste**

(See CALCULATING page 14 to calculate cubic yards.)

- For the collection of more than 10 cubic yards of bulky waste, or more than 4 cubic yards of construction debris, citizens must schedule and pay for a 15, 20, or 30 Cubic Yard (405, 540, or 810 cubic feet) construction debris container.
- A reduced rate is available if scheduled through Concord Customer Service or the Customer Care Center. Advanced payment is required.
- Contractors do not qualify for this reduced rate; homeowners only please.
- Call 704.920.5555 to schedule and pay for this service.

### **How to Recycle Wooden Pallets, Used Oil, & Oil Filters**

(Banned from North Carolina landfills.)

- Small quantities of wooden pallets can be recycled by Cabarrus County residents at the following locations:



#### **Cabarrus County Household Hazardous Waste Facility (HHW)**

246 General Services Drive SW, Concord  
[www.cabarruscounty.us](http://www.cabarruscounty.us)  
 704.920.EARTH (3278)

#### **Cabarrus County Landfill**

4441 Irish Potato Road, Concord  
 704.920.2950  
[www.cabarruscounty.us](http://www.cabarruscounty.us)

# BULKY WASTE

- Used oil and oil filters can also be recycled at the HHW, as well as many of the retail locations that sell these items.
- Drain oil filters into your used oil

container for at least 24 hours before taking them to the recycling center.

- Do not place used oil filters into your garbage or recycling roll-out cart.

**If you are unsure of how to discard of an item,  
call 704.920.5555.**

## **NO!** These Items are NOT Collected at the Curb

- **Hazardous Waste** (undried paint, paint remover, solvents, gasoline, kerosene, pesticides, herbicides, motor oil, brake fluid, antifreeze, batteries, fluorescent tubes, and compact fluorescent bulbs)
- **Railroad Ties**
- **Automobile Engines, Transmissions, Auto Body Parts** (or other vehicle components)
- **Unsecured Glass**
- **Compressed Gas Cylinders**
- **Dead Animals over 100 pounds** (Animals weighing less than 100 pounds can be bagged and placed at curb. Larger animals must be disposed of by their owners. Call 704.920.5555 for pick up.)
- **Drums** (unless both ends are removed to verify no liquid or residue is present)
- **Dirt and Rocks**
- **Brick, Block, or Concrete**
- **Stumps**
- **Asbestos Insulation**
- **Pallets**



# HOUSEHOLD HAZARDOUS WASTE (HHW)

For a complete list of accepted materials and operating hours, go to:  
[www.cabarruscounty.us](http://www.cabarruscounty.us) or call **704.920.EARTH** (3278).

- Cabarrus County operates and manages the HHW facility. Services are available to residential customers only.
- Latex and spray paint are available to the public free of charge at the HHW Paint Swap Shop.



## Hours of Operation

- HHW will accept household hazardous materials ONLY on these days/times:
  - 1st Wednesday of each month  
8:00 am – 4:00 pm
  - 3rd Saturday of each month  
8:00 am – 1:00 pm

## Facility Location

- 246 General Services Drive SW  
Concord

## Directions

- From the intersection of Hwy 49 and Hwy 601, head south on Hwy 49. Turn right onto General Services Drive (just past Terminal Trucking). The facility is at the end of the road. Please follow traffic signs.

## Yes! These are Examples of Materials Accepted

- Paint
- Pesticides, Herbicides, & Rat Poison
- Brake Fluid, Antifreeze, Gasoline, Kerosene, & Used Motor Oil
- All Batteries
- Lacquer, Wood Preservative, Nail Polish, Metal Polish, Polish Remover, Paint Stripper, & Paint Thinner
- Moth Balls
- Solvents, Degreasers, Spot Removers, Kitchen Cleaners, Oven Cleaner, Bathroom Cleaners, Upholstery Cleaners, Drain Cleaners, Furniture Polish, Tile Cleaners, & Powder Cleansers
- Aerosol Spray Cans
- Pool Chemicals
- Fluorescent Bulbs & Tubes
- Mercury Thermometers
- E-Waste: Computers, TVs (there may be a fee associated with e-waste – call or visit the website to learn more)

## No! These Items are NOT Accepted

- Trash
- Ammunition
- Explosives, Fireworks, & Flares
- Fire Extinguishers
- Medical Waste & Drugs
- Gas Cylinders (except 16 oz. propane cylinders)
- Radioactive Materials
- Commercial Waste
- Unknown Chemicals
- Smoke Detectors (send them back to the manufacturer – contact the manufacturer or visit the HHW website for more information)

# APARTMENTS & CONDOS

## Condominiums

- Condominium garbage and recycling services follow the same guidelines as multi-family housing described below. Call the Customer Care Center 704.920.5555 for more information.



## Multi-Family Housing

- Multi-family housing includes any apartment or group of apartments, townhomes, or condominiums, having 6 or more dwellings. Developments, including duplexes and/or other multiple dwelling units, that take indirect access from a public right-of-way and collectively exceed 5 dwelling units total, are classified as a commercial multi-family development for waste disposal purposes regardless of the number of parcels occupied, the configuration of property or zoning lines, or the number of owners.
- Housing complexes with 5 units or less and not classified as multi-family housing (above) will be serviced with the same guidelines and restrictions as residential garbage and recycling customers.
- Multi-family housing with 6 or more units are classified as commercial enterprises and are required to utilize dumpsters and pay for container rental, waste disposal, and recycling services.
- Multi-family housing complexes do not receive City-provided yard waste, bulky waste, building material, garbage, or recycling services.
- The City will provide technical assistance in implementing a recycling program. The cost to implement and maintain a multi-family housing recycling program will be entirely the expense of the multi-family housing complex's owner/manager.
- Multi-family housing complexes can request bulky item removal by the City for a fee. Please call 704.920.5555 for more information or to schedule a collection.

## BUSINESS GARBAGE & RECYCLING SERVICES

### Office Paper Recycling

- Concord provides office paper roll-out recycling cart service to small businesses for free. Office paper generally includes white and pastel copy paper, letterhead, computer print-outs, envelopes, forms, manila folders, and post-it notes. Paperclips and staples are OK.
- Not acceptable: newspaper, magazines, fluorescent paper, paper bags, cups or plates, carbon paper and rubber bands.
- Recycling carts should be kept in a location that is easy for crew members to access.





## Cardboard Recycling

- Concord also collects corrugated cardboard, free of charge, from commercial generators.
- Loose cardboard recycling is available for small quantities of piled, flattened cardboard.
- A crew member will help your business or organization determine if loose cardboard collection is appropriate.
- Organizations that generate 4 or more cubic yards of cardboard a week are provided an 8-yard dumpster to be emptied on a weekly basis.
- Organizations that generate 24+ cubic yards each week may be required to provide compaction equipment.

## Commercial Roll-Out Garbage Cart Service (fee-based)

- Commercial roll-out garbage cart service for businesses, institutions, and non-profit organizations is available for a monthly fee under the following conditions:
  - The organization is not a part of a development where dumpster service is available.
  - The dumpster collection truck is unable to access the facility to empty a dumpster, including residence-based organizations.
  - The business is too small to require a dumpster and fronts on a public roadway.
  - Each building is limited to 3 roll-out garbage containers, irrespective of



the number of commercial generators located in that building.

- Only City of Concord roll-out containers are serviced.
- For more information, call 704.920.5555.

## Bulky Waste

- Service not available to businesses or organizations.

## Commercial Roll-Out Recycling Cart Service

- Commercial roll-out recycling cart service is only available to commercial roll-out garbage customers.
- One 95-gallon recycling cart may be provided per roll-out garbage cart.
- Commercial roll-out recycling customers must comply with the same guidelines and restrictions as residential recycling customers.



## Yard Waste

- No yard waste services are available to businesses or non-profits except as described below:
  - Loose leaf collection is only provided to churches, non-profits and small businesses located within residential neighborhoods.
  - If your property fronts on a predominantly commercial road, you most likely do not qualify.
  - If you are uncertain that you qualify for loose leaf collection, call 704-920-5555 before you put your loose leaves to the curb.





# MOVE-IN AND MOVE-OUT PILES

Preparing to move from your home and settling into your new house are stressful events for everyone. Please follow these guidelines to make disposal of your excess material easier and avoid generating litter in your neighborhood.

## Moving Out

Landlords and property managers: BULKY WASTE limits and guidelines found on pages 7-9 apply to move out piles. If your tenants move out and leave excess materials or improperly place material curbside, you will be responsible for cleanup and any penalties that may apply.

- Consider renting a roll-off container to hold furniture and other household items. This practice will discourage scavenging which can result in litter throughout the neighborhood. Roll-off containers are available at discounted prices; call 704-920-5555 for details and pricing information.
- Consider donating your slightly used furnishings, appliances, and clothing to charitable organizations.
- Avoid leaving black bags at the curb; they encourage scavenging.
- Consider using clear plastic bags so scavengers will see the contents and not tear open every bag to see the contents.

- Separate like materials together for collection. Yard waste, recyclables, and bulky items must be separated for collection.
- Call the City in advance to schedule delivery of roll-off containers or for more information.

## Moving In

- To determine your garbage and recycling days, go to the [concordnc.gov/whatsmyday](http://concordnc.gov/whatsmyday).
- Bag all packing materials and place the bags into extra cardboard boxes. Place these boxes next to your garbage cart for collection.
- Unbagged packing material placed into boxes will spill; spill cleanup for unbagged materials is the customers responsibility.
- Flatten extra cardboard boxes and stack them next to your recycling cart for collection.
- Do not put flattened cardboard into other boxes; these boxes will not be recyclable with automated collection.
- Place discarded furniture and other large items together but away from flattened boxes or other recyclables for bulky collection. Placing all materials together prevents proper identification for collection and will result in collection delays (see guidelines for BULKY WASTE page 7).

## SCAVENGING AND ILLEGAL DUMPING ARE NOT VICTIMLESS CRIMES



### Have you observed any of the following:

- Someone going through your recycling cart to retrieve aluminum cans?
- A construction worker bringing home scrap lumber for the City to collect?
- Anyone bringing home tires from their business for City collection?
- A carpet installer bringing home scrap carpet for City collection?

- A lawn care service putting grass bags from outside the City in front of your house for City collection?
- Scavengers putting old picture tubes left from TVs out for collection?
- A tree service dumping limbs in front of a vacant house or on a vacant lot?

If you have seen any of these practices, you have witnessed someone stealing your tax

money. These practices end up increasing the cost of your solid waste service. We need your help to stop these illegal practices. Should you witness scavenging or illegal dumping in your neighborhood please report what you see. Without drawing unwanted attention to yourself:

- Try to get a license number or the company name on the side of the truck.
- Note the make model and color of the truck.
- If you know the person's name or can provide a description, this information

is important.

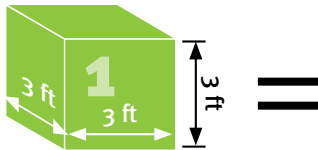
- Look at your clock so you can remember the time this occurred.
- Immediately call 704-920-5555 to report what you have seen. After hours, your call will be transferred to someone on duty or you will be given an opportunity to leave a recorded message.
- You can remain anonymous. Help us keep your waste collection service costs low and report any illegal activity you observe.

## CALCULATING VOLUME OF MATERIALS

### How Do I Calculate the Volume of Materials I Place Curbside for Collection?

**1 cubic yard:** = 27 cubic feet (3 ft wide x 3 ft deep x 3 ft high)

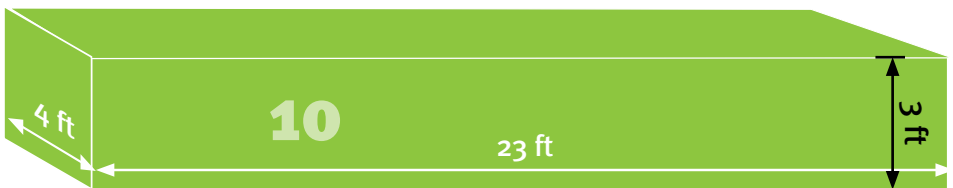
Your roll-out cart has a volume of 1 cubic yard.



**4 cubic yards** = 108 cubic feet (4 feet wide x 3 feet high x 9 feet long = 108 cubic feet)



**10 cubic yards** = 270 cubic feet (4 feet wide x 3 feet high x 22 1/2 feet long = 270 cubic feet)



Measure the volume of your material in feet:

Width (\_\_\_\_ feet) x Height (\_\_\_\_ feet) x Length (\_\_\_\_ feet) = \_\_\_\_ Cubic Feet

If your volume is less than the limits listed under BULKY WASTE pages 7-9, you are in compliance.



850 Warren Coleman Blvd  
Concord NC, 28025

Have More Questions?

Need an Additional Cart?

Have Bulky Waste to be  
Picked Up?

Need a Construction  
Debris Container?

Call the  
Customer Care Center

**704.920.5555**

or go to

**[concordnc.gov](http://concordnc.gov)**